Do you have questions about	Then you should contact	The phone number is
<ul> <li>2a Medicare coverage for durable medical equipment (DME):</li> <li>• wheel chairs, hospital beds, walkers, oxygen, etc.</li> <li>• where to get a free list of Medicareapproved suppliers</li> </ul>	Medicare for DME  Look on the Internet at www.medicare.gov or www.NGSMedicare.com	1-800-MEDICARE (1-800-633-4227)  TDD/TTY for the hearing and speech impaired: 1-877-468-2048
<ul> <li>supplemental insurance (Medigap)</li> <li>which insurance pays first</li> <li>long-term care insurance</li> <li>your medical bills</li> <li>choosing a Medicare managed care health plan</li> <li>finding help with prescription costs*</li> <li>how to appeal Medicare payment denials</li> </ul>	State Health Insurance Assistance Program (SHIP)  SHIP can give you FREE information or refer you to the right place.  Look on the Internet at www.medicare.in.gov	1-800-452-4800  *Call SHIP numbers above or 1-800-MEDICARE for more information about the Part D Prescription Drug Benefit.
2c • help paying for Medicare Part D premiums	HoosierRx – Indiana's State Pharmaceutical Assistance Program for low-income seniors  Look on the Internet at www.in.gov/fssa/elderly/hoosierrx	1-866-267-4679 (toll free) or 1-317-234-1381
<ul> <li>2d</li> <li>Medicaid eligibility</li> <li>assistance with Medicare costs</li> <li>Medicare Savings program</li> </ul>	Indiana Family and Social Services  Look on the internet at:  www.in.gov/fssa	1-800-403-0864

SECTION 2

### SECTION 3

Do you have questions about	Then you should contact	The phone number is
<ul> <li>3a</li> <li>the quality of care you received or about your rights and protections under</li> <li>Medicare • how to submit your concerns about medical care or treatment</li> </ul>	Medicare Quality Improvement Organization (QIO) for Indiana – Health Care Excel, Incorporated  Look on the Internet at www.hce.org	1-800-MEDICARE (1-800-633-4227)  TDD/TTY for the hearing and speech impaired: 1-877-486-2048
<ul> <li>3b</li> <li>help for low-income persons</li> <li>in-home medical expenses</li> <li>prescription costs</li> <li>Medicare copayments and deductibles</li> </ul>	Area Agency on Aging (AAA) or State Health Insurance Assistance Program (SHIP)  Look on the Internet at www.iaaaa.org or www.medicare.in.gov	1-800-986-3505 (AAA) or 1-800-452-4800 (SHIP)
3c • how to report Medicare Fraud and Abuse	Medicare Fraud and Abuse Hotline	1-800-447-8477  TDD/TTY for the hearing and speech impaired: 1-800-377-4950
<ul><li>3d</li><li>services available for older persons and persons with disabilities</li></ul>	Indiana Division of Aging, or Area Agency on Aging (AAA)	1-800-545-7763 or 1-800-986-3505 (AAA)
<ul><li>3e</li><li>how to file a complaint against your insurance company or agent</li></ul>	Indiana Department of Insurance	1-800-622-4461
<ul><li>3f</li><li>whom to call for all other questions for senior services</li></ul>	Area Agency on Aging (AAA) or State Health Insurance Assistance Program (SHIP)	1-800-986-3505 (AAA) or 1-800-452-4800 (SHIP)

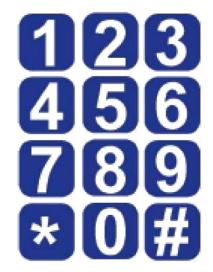
## Medicare Helpful Tips!

- Ask questions about Medicare coverage you do not understand.
   Customer Service Representatives are Available 24 hours a day, 7 days a week
- 2. By law, your health care provider must file claims with Medicare.
- 3. Never give your Medicare number to anyone but a health care provider, your supplement insurer, SHIP representative or the Medicare Helpline.
- I. The only time Medicare will call you is to get more information.
- 5. Always report fraud and abuse to Medicare.
- i. Never pay the provider or supplier up front, except for deductible or coinsurance, on assigned claims.
- Be careful when choosing a Medicare Part D Prescription Drug Plan. Call 1-800-MEDICARE or SHIP with questions or concerns.
- 3. Carefully read your Medicare Summary Notice (MSN) and keep it for at least one year.

Web site: vww.medicare.gov Call 1-800-MEDICARE 1-800-633-4227)

# Medicare

# **Important Phone Numbers**





LOCAL HELP FOR PEOPLE WITH MEDICARE

#### **SECTION 1**

Do you have questions about	Then you should contact	The phone number is
1a	Social Security Administration (SSA)or	1-800-772-1213*
<ul> <li>replacing a Medicare card</li> </ul>	your local Social Security Office	
• how to update a Medicare file (change of		TDD/TTY for the hearing and speech
address or date of death)	Look on the Internet at	impaired: <b>1-800-325-0078</b> *
<ul> <li>enrolling in Medicare</li> </ul>	www.socialsecurity.gov	
• the Medicare premium amount taken out		Railroad retirees should call their local
of your Social Security check		Railroad Retirement Board Offices or <b>1-800-808-0772</b>
<b>1b</b> Your Medicare Part A (Hospital)	Medicare of Indiana	1-800-MEDICARE
coverage:		(1-800-633-4227)
• what it pays for hospital care	Look on the Internet at	(= 333 333 1==1)
• what it pays for skilled nursing facility	www.medicare.gov or	TDD/TTY for the hearing and speech
(nursing home) care	www.NGSMedicare.com	impaired: <b>1-877-468-2048</b>
• why your claim was not paid		•
<ul> <li>prescription drug coverage</li> </ul>		
1c	Medicare for Home Health and	1-800-MEDICARE
Your home health and hospice coverage under Medicare:	Hospice	(1-800-633-4227)
asking about claim	Look on the Internet at	TDD/TTY for the hearing and speech
	www.pgba.com or	impaired: <b>1-877-468-2048</b>
	www.medicare.gov	
1d	Medicare of Indiana or Railroad	1-800-MEDICARE*
Your Medicare Part B (Medical) coverage:	Medicare	(1-800-633-4227)
<ul> <li>asking about a claim</li> </ul>		
<ul> <li>doctor's services</li> </ul>	Look on the Internet at	TDD/TTY for the hearing and speech
• outpatient care	www.medicare.gov or	impaired: <b>1-877-468-2048</b>
<ul> <li>other medical services</li> </ul>	www.NGSMedicare.com	*Railroad retirees should call Medicare at
• where to get a free list of Medicare-		<b>1-800-833-4455</b> or their local Railroad
approved doctors		Retirement Board
<ul> <li>prescription drug coverage</li> </ul>		